



COMPUTER SPECIALIST

Are you a highly motivated individual who has superior customer service skills and wants to join a professional IT team to provide responsive, cost-effective, and innovative technology systems and services? Then the City of Fremont has the job for you!



We are an employer who values its people, creativity, quality service, integrity, open communication, mutual respect, and dignity

First Review of Applications:
June 12, 2015

ABOUT US

Fremont is a well-managed and innovative city, and has recently generated national attention by ranking second on the “Best Run City in America” list by 24/7 Wall Street and America’s third “Sharpest, Smartest City” by Reader’s Digest. Located in the heart of the Bay Area and Silicon Valley, Fremont prides itself on innovation, green technology, a low crime rate, great schools, a low unemployment rate, quality parks and nearby open space, and an incredibly diverse population of over 220,000 residents. As a full service city, Fremont employs nearly 900 regular employees and has an annual operating budget of approximately \$160 million.

Fremont is an employer that values its people, creativity, quality service, integrity, open communication, collaboration, mutual respect, and diversity. Employees find their work challenging, yet rewarding, and most importantly, enjoy the chance to make a difference through public service.

INFORMATION TECHNOLOGY SERVICES MISSION STATEMENT

To deliver the best proven technology and services available for computer, data, telecommunications, mapping, and critical business systems of the organization to employees and the public through excellent customer service, continuous improvement, innovative problem-solving, adherence to standardized information technology best practices, and collaborative solutions.

THE POSITION

As a team member of the Information Technology Services Department, the Computer Specialist provides maintenance, repair, and installation of personal computer (PC) hardware, software, printers, and peripherals; works on projects assigned by the manager; provides implementation and end-user support for computer hardware and software systems and technologies; works with business systems and GIS technology staff to resolve application and connectivity problems; and performs a combination of duties in support of various computer-based systems including administration, operation, and maintenance of computer systems.

The Information Technology Services Department is a team-oriented, dynamic, and interactive office that maintains and supports technology and computer systems throughout the City. ITS’ focus is to maintain the City’s information systems and provide city personnel with technical support when needed. The Department is also responsible for choosing and setting up new systems as needed.

WHAT IS A TYPICAL DAY LIKE FOR A COMPUTER SPECIALIST?

- Assists users over the telephone and in person with personal computer hardware and software problems.
- Assists users with multi-user system problems and questions.
- Uses a Helpdesk support application to track user requests for assistance and issue resolution.
- Maintains network and computer system access levels.
- Maintains and edit tables of authority for a variety of computer systems using administrative tools appropriate to the particular system.
- Creates and maintains a variety of online or printed information reference services.
- Assists in the development and implementation of information systems standards and procedures.
- Develops and maintains personal computer operations procedures from vendor and programmer information.
- Provides instruction on the use of newly installed personal computers and their installed software.
- Maintains inventory of computer equipment and software.
- Provides end-user support for mobile devices.

QUALIFICATIONS:

Any combination of education and experience which has provided the knowledge and abilities necessary to satisfactory job performance would be qualifying. A typical way to obtain the required knowledge and abilities would be: A two year degree from a junior college with course work in computer applications supplemented by one year's experience with personal computers in a support role.

The ideal candidate will possess the following knowledge and abilities:

Knowledge of: A variety of software packages commonly used on personal computers including word processing, spreadsheet and file recovery and backup software; personal computer hardware installation and repair; the principles and practices of network software and hardware; telephone and voice mail hardware and software programs; common personal computer programming techniques; network installation and maintenance.

Ability to: Install and perform routine maintenance on computer equipment; correct configuration errors; identify, analyze and resolve customer/user problems; understand, interpret and explain hardware and software application solutions to users; develop and maintain procedure manuals; identify and analyze information system needs; learn to understand and respond to problems with data communication transmission systems; organize and prioritize work effectively under pressure; work effectively with people from a variety of cultural and socio-economic backgrounds.

Licenses/Certificates/Special Requirements

- This position requires possession of a valid Class C California Driver's License.
- This position will work across all City departments and requires successful completion of a comprehensive background check and polygraph examination.
- Comp TIA A+ or Comp TIA Network + Certification highly desirable.

COMPENSATION & BENEFITS

The annual salary is \$62,611 — \$76,101 depending on qualifications.

Fremont offers an attractive benefits package, which includes, but is not limited to: CalPERS retirement plan, paid holidays, medical, dental and other city paid benefits. A complete benefits summary can be found at Fremont.gov or by using this link: [Benefits Summary](#)

This position is represented by the FACE bargaining unit. The probationary period for this position is six (6) months.



Tentative Recruitment Schedule

First Review of Applications: June 12, 2015

Interviews: June 23, 2015

Polygraph Exam/Background Investigation: July 2015



READY TO APPLY?

To be considered for this position, apply online by submitting a completed City application and resume through our online application system: www.fremont.gov/cityjobs.

The test process for this position will include an individual and/or panel interview, a comprehensive background investigation and polygraph exam, medical evaluation and other selection components. Only those candidates who have the best combination of qualifications in relation to the requirements and duties of the position will continue in the selection process. Meeting the minimum qualifications does not guarantee an invitation to participate in the process.

Reasonable Accommodation

Human Resources will make reasonable efforts in the examination process to accommodate persons with disabilities. Please advise Human Resources of any special needs a minimum of 5 days in advance of the selection process by calling (510) 494-4660. The City of Fremont is an Equal Opportunity Employer.

Human Resources Department

3300 Capitol Ave., Bldg. B
Fremont, CA 94538
(510) 494-4660



The information contained herein is subject to change and does not constitute either an expressed or implied contract.

SUPPLEMENTAL QUESTIONNAIRE - COMPUTER SPECIALIST

GENERAL INFORMATION:

The completion of this supplemental questionnaire is required for your application to be considered for the Computer Specialist position, and is an integral part of the examination process.

This supplemental questionnaire will be used to assess your experience as it relates to the position of Computer Specialist. Your responses will be evaluated and will assist in determining which applicants will receive further consideration in the examination process.

Your responses must be verifiable with the information on your application.

DIRECTIONS:

When you apply online you will be asked to respond to the following questions:

1. How many years of professional work experience do you possess in performing computer support related duties (e.g. troubleshooting hardware and software problems over the phone and in person, hardware installation and repair, correct configuration errors, network installation and maintenance)?
 - ☐ None
 - ☐ Less than 1 year
 - ☐ 1 year to less than 2 years
 - ☐ 2 years to less than 3 years
 - ☐ 3 years or more
2. What is your highest level of education?
 - ☐ Did not complete high school
 - ☐ High school diploma or equivalent
 - ☐ Associate's degree
 - ☐ Bachelor's degree or higher
3. If you have an Associate's degree or higher, list your degree and field of study.

4. Are you currently certified in Comp TIA A+?
 - ☐ Yes
 - ☐ No
5. Are you currently certified in Comp TIA Network +?
 - ☐ Yes
 - ☐ No